# Managing Cruise Port Operations: Systems, Stakeholders, and Service Excellence



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# Ports in the Maritime Sector



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- ✓MAIN NODES
- ✓CONNECTORS
- ✓NEXUS
- ✓GATEWAYS
- ✓VITAL HUBS



# 25 BASEPORTS
# 85 TERMINAL PORTS
# 375 GOVERNMENT PORTS



# Cruise Passenger Arrivals

142,574
CY 2024

88,080
CY 2023

Forecasted for CY 2025
185,000

131,687
1Q 2025

51 Cruise Shipcalls



**25 BASEPORTS**

**85 TERMINAL PORTS**

**375 GOVERNMENT PORTS**

# Operational Readiness for Cruise Port Operations

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## TERMINAL READINESS AND CAPABILITY

## ARRIVAL / DEPARTURE PROCEDURE

- ✓ **Completed Port Cruise Ship Terminal in 2024**
  Port of Jubang, Dapa, Surigao Del Norte

- ✓ **Ongoing Construction of Port Cruise Ship Terminals**
  Port of Coron
  Port of Aklan
  Port of Camiguin
  Port of Puerto Galera

- ✓ **Upgrading of the Port Cruise Ship Terminal**
  Manila South Harbor

# Operational Readiness for Cruise Port Operations

## TERMINAL READINESS AND CAPABILITY



*Norwegian Jewal Cruise Ship at the Eva Macapagal Cruise Terminal in Pier 15, Manila*

## ARRIVAL / DEPARTURE PROCEDURE

Both arriving and departing vessels must go through a standardized procedure involving several authorities. Vessels must notify the Bureau of Immigration (BI) in advance of their arrival and departure, submit required documents to the Bureau of Customs (BOC), Bureau of Quarantine (BOQ), and the Maritime Industry Authority (MARINA), and comply with

# Operational Readiness for Cruise Port Operations

TERMINAL READINESS AND CAPABILITY

ARRIVAL / DEPARTURE PROCEDURE

## A R R I V A L  P R O C E D U R E

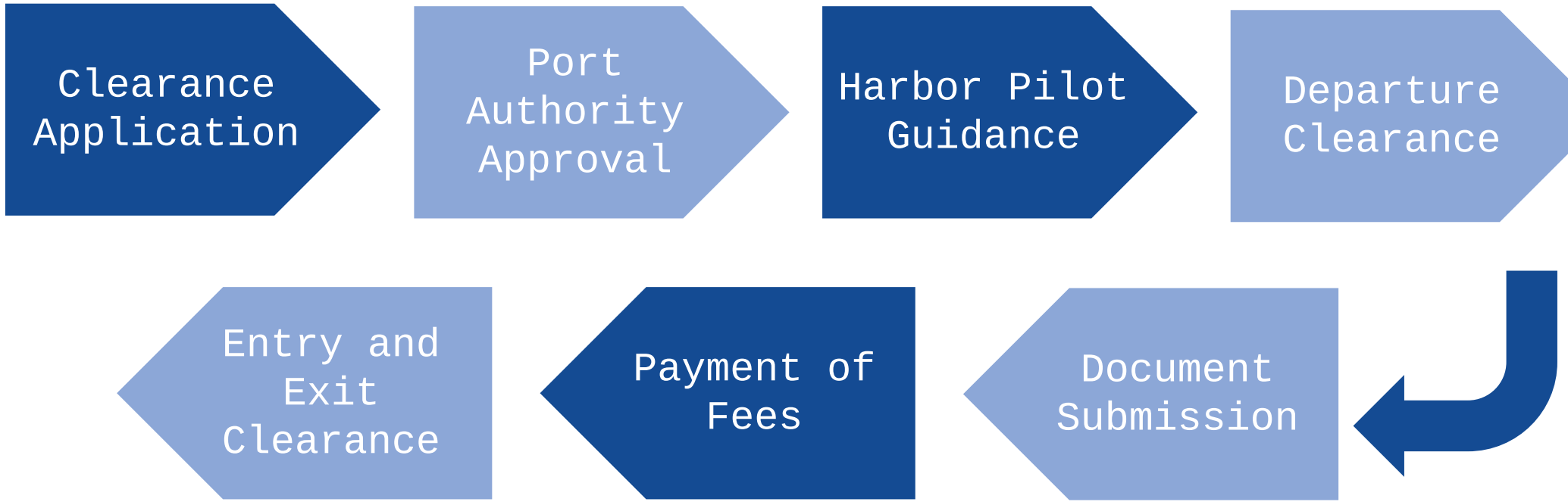
1. Notice of Arrival (NOA)
2. Traffic Management System (VTMS)
3. Boarding Formalities
4. Document Submission
5. Customs Declaration
6. Payment of Fees
7. Entry and Exit Clearance

# Operational Readiness for Cruise Port Operations

TERMINAL READINESS AND CAPABILITY

ARRIVAL / DEPARTURE PROCEDURE

## D E P A R T U R E  P R O C E D U R E



# Operational Readiness for Cruise Port Operations

## CROWD AND TRAFFIC MANAGEMENT PLAN

- ✓ Passenger and vehicle movement, effective emergency response, and utilization of technology for real-time monitoring and guidance
- ✓ Traffic-flow systems, clearly marked pedestrian walkways, dedicated lanes and pick-up and drop-off points for buses, taxis, and private vehicles to reduce traffic congestion
- ✓ Clear emergency exits and routes at the passenger terminal building
- ✓ Designated waiting/holding areas, controlled boarding and disembarkation procedures and crowd monitoring to prevent overcrowding and ensure passenger safety
- ✓ Efficient parking management system that directs vehicles to available parking spaces and minimizes congestion in parking areas
- ✓ Clear and effective communication system to provide real-time

# Berth Allocation and Vessel Traffic Management

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## PROCESS FOR BERTH SCHEDULING FOR CRUISE SHIPS

- General Rule: "First come, first served"
- Exceptions: Government-owned vessels, vessels in distress, those carrying perishable goods, and international passenger vessels often receive priority.
- Vessels apply for a berth, for which the PMO may withhold clearance if required by other government agencies.
- Vessels must comply with shifting orders issued by PPA/designated port operator for berth allocation.
- Expansion of Vessel Traffic Management System (VTMS) with new centers to enhance maritime safety and security, including the use of Automatic Identification System (AIS).
- Coordination between the Harbor Master, shipping lines, port pilots, and other government agencies.

# Berth Allocation and Vessel Traffic Management

## EMERGENCY DOCKING PROTOCOLS

- Ships must monitor weather, report to the Philippine Coast Guard (PCG), and seek shelter when necessary, adhering to specific priorities for vessel movement. The Philippine Ports Authority (PPA) plays a key role in managing berth assignments and resolving conflicts during emergencies
- Vessels must monitor weather conditions, especially during typhoon season, through PAGASA weather bulletins and other sources.
- If a typhoon is forecast to enter the Philippine area of responsibility, ships are encouraged to seek shelter in a safe port or anchorage.
- The decision to seek shelter should be made in consultation with the ship owner and the PCG.
- Vessels should ensure they have no passengers or dangerous cargo onboard when departing to seek shelter

# Berth Allocation and Vessel Traffic Management

## EMERGENCY DOCKING PROTOCOLS

- The PPA in port management has established guidelines for shifting vessels from dockside berths to anchorage areas during inclement weather.
- Emergency dry docking wherein a ship is taken out of water to repair the hull or integral parts, regardless of scheduling.
- The Maritime Industry Authority (MARINA) is responsible for overseeing dry docking procedures and inspections.
- The PPA has the authority to resolve berth management conflicts during emergencies, crisis, natural calamities, and pier congestion.
- Vessels must comply with established safety rules and regulations.

# Passenger Flow and Port Services

**MANAGING CRUISE PORT OPERATIONS: Systems, Stakeholders, and Service Excellence**

# Passenger Flow and Port Services

SYSTEMS IN PLACE FOR PASSENGER FACILITATION

PORT AMENITIES AND SHORE-SIDE SERVICES

PORT SAFETY AND SECURITY MEASURES



*Tourists disembark from the Resorts World One cruise ship at the Eva Macapagal Cruise Terminal in Pier 15, Manila*

# Passenger Flow and Port Services

## SYSTEMS IN PLACE FOR PASSENGER FACILITATION

- Cruise passengers go through immigration and customs procedures upon arrival at designated ports.
- Onboard surveillance systems, access control, and security personnel deployment.
- Effective hospitality management to ensure a positive experience for passengers, including accommodation and entertainment.

# Passenger Flow and Port Services

## PORT AMENITIES AND SHORE-SIDE SERVICES

- Ticketing Offices
- Waiting Areas
- Restroom Facilities
- Some ports may offer F&B stores, vending machines, or the like.
- Transportation hubs (taxis, buses, or shuttle services)
- Security
- Kiosks or Service Desks
- Baggage Handling Services
- First Aid Stations
- Wi-Fi and Charging Stations, and/or other communications services

# Passenger Flow and Port Services

## PORT SAFETY AND SECURITY MEASURES

- Onboard surveillance systems, access control, and security personnel deployment.
- Ships adhere to international safety regulations like the International Convention for the Safety of Life at Sea (SOLAS), mandating life-saving equipment and emergency response procedures.
- Passengers are briefed on safety procedures, including muster drills and general safety guidelines, to ensure they are aware of emergency protocols.

# Port Community and Stakeholders Engagement

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## COORDINATION WITH LOCAL LGUS AND TOURISM OFFICERS

PHILIPPINE PORTS AUTHORITY

DEPARTMENT OF TOURISM PHILIPPINES

LGUs

LGUs: tourism development and promotion

Department of Tourism (DOT): coordination with various agencies and industry partners.

PPA: management of port operations, infrastructure development, and assurance of efficient and safe cruise ship access.

# Port Community and Stakeholders Engagement

## TERMINAL OPERATOR SUPPORT AND RESPONSIBILITIES

Key Responsibilities of Cruise Terminal Operators:

- Infrastructure Management
- Passenger Handling
- Safety and Security
- Coordination and Logistics
- Provisioning and Support
- Emergency Response
- Environmental Compliance

# THANK YOU!

